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1. On the job, which form of communication do employees engage in most? Least?

Listening or speaking. Reading is the least.

2. How is sympathetic listening different from critical and creative listening?

Sympathetic listening is trying to see what that person is feeling. Critical listening is differentiating facts from opinion and Creative is listening with an open mind.

3. List four ways informal speaking is used on the job.

1. Make contact with others

2. Exchange information

3. Influence others

4. Solve problems

4. List three purposes of formal speech.

1. To inform

2. To entertain

3. To persuade

5. List three things you can do about stage fright.

1. Build your confidence

2. Be well prepared

3. Practice public speaking

6. Distinguish among horizontal, upward, and downward communication.

1. Horizontal – co-workers at an equal level communicating

2. Upward – a worker communicating with a higher up.

3. Downward – a boss communicating with an employee.

7. Describe some advantages of e-mail as a business communication tool. Describe two disadvantages.

Advantages – Fast, inexpensive, easy cc, easy to learn and use.

Disadvantages – overuse and not private.

8. What is meant by good human relations?

Getting along with others

9. List five techniques for maintaining effective human relations.

1. Accept differences

2. Treat others as individuals

3. Empathize with others.

4. Praise others.

5. Focus on problems

6. Accept responsibility

7. Avoid dogmatic statements

8. Treat others as equals.

9. Trust others

10. Control your emotions

10. What is voluntary absence syndrome?

When people fake sick to have a day off

11. What are some effects of absenteeism on the absentee? On the other employees? On the business?

The person who is absent gets paid, other employees must pick up their work, and the business loses money.

12. List in order from bottom to top Maslow’s five levels of needs.

Food clothing and shelter: Safety and security: Loving and belonging: Self-esteem: Self-Actualization.

13. List three hygiene factors and three potential motivators in a job.

1. Salary

2. Benefits

3. Workplace environment

1. Challenging work

2. Personal growth

3. Responsibility

14. What are three results of a job satisfaction?

1. Increased productivity

2. Rewards and opportunities

3. Self esteem and self-actualization